

CODE: 1886
FLSA: NON-EXEMPT
GRADE: 7

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: METER SERVICE WORKER III
METER READER DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs responsible lead work in the activities provided by the Meter Reader Division. Work involves leading, working with, and assigning work to Meter Service Workers; repairing and operating the meter and computerized data collection systems; working closely with the Town's Customer Service/Billing personnel; collecting water samples and timetable; operating and governing industry machinery, tools, and small vehicles; and analyzing information reports and documents to accomplish the tasks. Reports to the Meter Reader/Maintenance Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Reads the meter; drives the small truck to several locations in Town; walks from house to house to read the meter; unloads data from handheld computer to the main computer; logs the finished route in the notebook.

Leads, directs, and guides the Water Meter Workers.

Administers as directed water quality program for the Town.

Supervises data acquisition for the Town's meter reading; coordinates preliminary stage of water billing process.

Works with customer service to resolve complaint, meter reading errors, system leaks, and other issues.

Coordinates customer complaints and routine work order; troubleshoots, determines, and discusses problems with customers; explains Town policies and procedures to customers.

Inspects new construction projects and performance for adherence to Town construction specifications.

Estimates materials and equipment needs.

Operates and maintains power tools and other equipment.

METER SERVICE WORKER III

Writes daily work reports; maintains records.

Performs work in-call in emergencies.

Reviews work for quality, completeness, and adherence to the Town policies and procedures.

Receives and/or reviews various records and reports such as account repair location and data, unloaded data into computer, work orders from Finance Department and supervisor, work order form other Meter Service Workers, and inventory on water meters.

Prepares and/or processes daily work reports.

Refers to policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as water meters, drill machine, electronic readers, hand drill, water meter tester, etc.

Uses a variety of general office supplies, etc.

Interacts and communicates with various groups and individuals such as the Meter Reader/Maintenance Supervisor, Customer Service, contractors, Town of Vienna employees, and the general public.

ADDITIONAL JOB FUNCTIONS

Works as emergency duty man for after hour work.

Serves on the Safety Committee for Town of Vienna.

Disassemble old meters.

Fills in for the supervisor as necessary.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED Equivalent and two to three years of experience in meter reading or mechanical repair work; or any equivalent combination of education, training, and experience, which provides the required skills, knowledge, and abilities. Must have a valid Virginia driver's license.

METER SERVICE WORKER III

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including motor vehicles, two-way radios, basic plumbing tools, water line locators, common hand tools, etc. Must be able to exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for Light to Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments, or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, letters, memos etc. Requires the ability to prepare correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems as applied to mechanics to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including mechanical and electrical terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using tools and equipment.

Manual Dexterity: Requires the ability to handle, grasp, lift and move a variety of items such as hand tools. Must have eye/hand/foot coordination; must be able to drive a vehicle.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing work in extreme weather conditions and when confronted with persons acting under stress.

METER SERVICE WORKER III

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Work: Has thorough knowledge of the methods, policies, and procedures of the Meter Reader Division of the Public Works Department as they pertain to the performance of duties of the Meter Service Worker III. Has considerable knowledge of the functions and interrelationships of the Town and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the proper and efficient installation of water meters and valves. Has knowledge of plumbing and mechanical maintenance as applied to water distribution and collection systems. Has knowledge of the methods and procedures involved in reading meters and recording consumption. Has general knowledge of the physical layout of the Town and the department's water distribution and collection lines. Has general knowledge of the services, procedures, policies, and regulations. Is skilled in the use equipment and tools necessary for locating and unearthing water system fixtures. Is able to perform minor equipment repairs. Is able to follow oral and written instructions. Is able to perform mathematical computations with speed and accuracy. Is able to explain policies and procedures governing applications and charges for services. Is able to help plan, organize and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret technical materials pertaining to the responsibilities of the job. Is able to prepare required records and reports with accuracy and in a timely manner. Has knowledge of the terminology used within the department. Is able to exercise tact and courtesy in frequent contact with customers, and to maintain control when dealing with sensitive issues. Is able to perform physical labor for extended periods of time, possibly under stressful and arduous situations. Is able to maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co- workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time- off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

METER SERVICE WORKER III

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.